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# JUSTIN D. ORTIZ

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## Relatable Experience

### Projects

#### NuRoute

- Collaborated with developers to create a fitness application with mobile responsiveness. This app is powered by Google.maps and Google.places, and Typefit API's.
- Utilized Agile practices to organize project and workflow. Included standups within our collaborative meetings to identify current work and solve problems that were halting progress, and innovate. Standups aided our creativity and collaboration with group coding.
- Heavily utilized Github with frequent commits and utilized working in different branches.
- Served as a contributor to the JavaScript, Bulma Framework, CSS, and HTML5.

#### The Weather Spot

- Dynamically created web page made primarily with JavaScript and OpenWeather REST API. Utilized Fetch API call to propagate a 5-day forecast by using a search by city or zip parameter.
- Applied DOM manipulation and local storage for features within the website that allow a previously searched city to be searched again.
- This application uses primarily JavaScript and HTML5. CSS and Bootstrap framework use to improve the styling within the webpage.

## Technical Skills

- **Languages:** JavaScript, Node.js, Express.js, SQL, HTML5, CSS3, Git, GitHub, Bootstrap, and Bulma.
- **OS:** Windows 10/8/7

## Education

### Denver University

*Full Stack Web Development Bootcamp*

### Colorado Mesa University

*Bachelor of Arts Kinesiology: Health and Fitness Promotion*

### Indian River State College

*Associate of Arts*

## **Work Experience**

### **HIGHLANDS RANCH COMMUNITY ASSOCIATION**

*Assistant Facility Supervisor | Highlands Ranch, CO | 2018- present*

- Exercised a high level of decision making and problem resolution to run the daily operations of a state-of-the-art top, top tier recreation facility and community center to 1500+ members a day.
- Managed, implemented, and delegated data entry and data cleanup projects with Member Services staff to eliminate entry errors which improved software efficiency. Organized written plans to ensure all cleanup procedures and quotas were met. In addition, software errors were managed and recorded within ticketing system for System Admin.
- Mentored and trained membership services and guest services staff to maintain high level of customer satisfaction to streamline membership experience for 33,000 households.
- Held meetings and software training sessions that included technical trainings and on-screen examples. I was able to successfully educate and maintain current program processes to staff members of program changes. Wrote guides and technical papers to assist resource development within the department.
- Managed improvements projects to modernize and maintain workout facilities. Managed many business relationships, invoicing, budgeting, and documentation. Organized meetings, walkthroughs, and follow ups while managing projects to stay under budget and maintain progress.
- Assisted with hiring process of Guest Service, Membership Service, and Rock Wall position. I kept record and completed recruiting, training, performance review, documentation, and workplace policies of facility employees to maintain a staff of 40+ team members.

### **HIGHLANDS RANCH COMMUNITY ASSOCIATION**

*Member Services Staff | Highlands Ranch, CO | 2017- 2018*

- Used problem resolution with using available resources in a customer service role.
- Learned how to use SaaS software efficiently.
- Managing time efficiently while being enthusiastic with clients

### **COLORAUTO CARWASH & DETAIL SHOP**

*Auto Detailer | Grand Junction, Colorado | 2015 – 2017*

- Utilized customer service skills while detailing vehicles and selling/installing protective coating products
- Successful in providing complementary service with a high attention to detail
- Experienced in scheduling and organizing work calendar

## **Leadership**

### ***Highlands Ranch Community Association ERC (Employee Relations Committee)***

- Chair of the Employee relations committee at the Highlands Ranch Community Association. Focused on implementing ideas in a team atmosphere to increase employee appreciation and participation within work related events. Assisted with planning and executing events focused on employee appreciation. During my time as Chair, I assisted with an employee party for 800+ employees and their families.